GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:1122
ANSWERED ON:29.04.2016
Disbursement of Pension by Banks
Pathak Smt. Riti;Yellaiah Shri Nandi

Will the Minister of FINANCE be pleased to state:

(a) whether the headquarters of the banks have the authority to disburse monthly pension to pensioners despite the issuance of directions, if so, the details thereof;

(b) whether the Government has received any complaints from pensioners regarding delay in release of their pension from the banks, if so, the details thereof;

(c) whether the Government has issued any directions to the banks including central pension processing centres to release the timely pension, if so, the details thereof; and
(d) the steps taken/being taken by the Government to simplify the procedure in releasing pensions in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(a): As per the circular of Reserve Bank of India (RBI) dated 01.10.2008, arrangement for disbursement of monthly pension for Civil Pensioners was operationalised by establishing a Central Pension Processing Centre (CPPC) at all pension disbursing banks. 42 CPPCs of Banks are disbursing monthly pension to Central Civil Pensioners (14 of SBI and 28 of other authorized banks).

(b): A Grievance Redressal Cell is functioning in Central Pension Accounting Office (CPAO) to resolve the problem of pensioners. Apart from getting redressed their grievances through toll free telephone lines of the CPAO as well as various pension paying banks, the pensioners can also lodge their pension related grievances in CPGRAMS portal. As on 27.04.2016, 7436 public grievances relating to retirement benefit / delay in payment of pensions, including delay in release of pension by banks, have been recieved of which 7198 grievances have been redressed.

In addition to the above, pensioners can also approach the Banking Ombudsman offices working under the Reserve Bank of India with their pension related grievances. The details of complaints received by the 15 offices of Banking Ombudsman regarding all pension related matters, including delay in release of pension by banks, are at Annex.

(c) & (d): The provision of the "Scheme for payment of pensions to Central Government Civil Pensioners by Authorized Banks" read with "Accounting & Operation Procedure for Banks for pension disbursement to Central Government (Civil) Pensioners" stipulate the time schedule for payment of pension by banks.

All CPPCs are required to credit the monthly pension into the pensioner's account by the last working day of the month, except in the month of March when it would be credited on the first working day of April.
Instructions are issued from time to time to the banks to ensure strict compliance of the directions of the Department of Pension and Pensioners' Welfare (DOPPW) relating to timely payment as well as redressal of grievances of pensioners.
To facilitate submission of life certificate, all pension disbursing banks were advised vide circular dated 02.03.2016 to accept Digital Life Certificate (DLC) through Jeevan Pramaan Facility from the pensioners. Since adoption of DLC is a voluntary decision of the pensioner, therefore, the banks were also asked to ensure that there is no discrimination against those pensioners who choose to submit life certificate through conventional means.
To avoid delay in disbursement of first payment of pension to pensioners, the undertaking by pensioner for refund or making good any amount to which he is not entitled is now being forwarded along with the Pension Payment Order by the Accounts Officer/CPAO and pensioner is not required to visit the bank to activate the first payment of pension.

The implementation of paper less movement of digitally signed e- revision authorities to banks is underway for faster and timely processing and credit of revision of pension cases.
*****